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Stormwater Assessors

Misconnection Case Studies: How Perseverance Pays

DURL Project Conference 28th May 2024

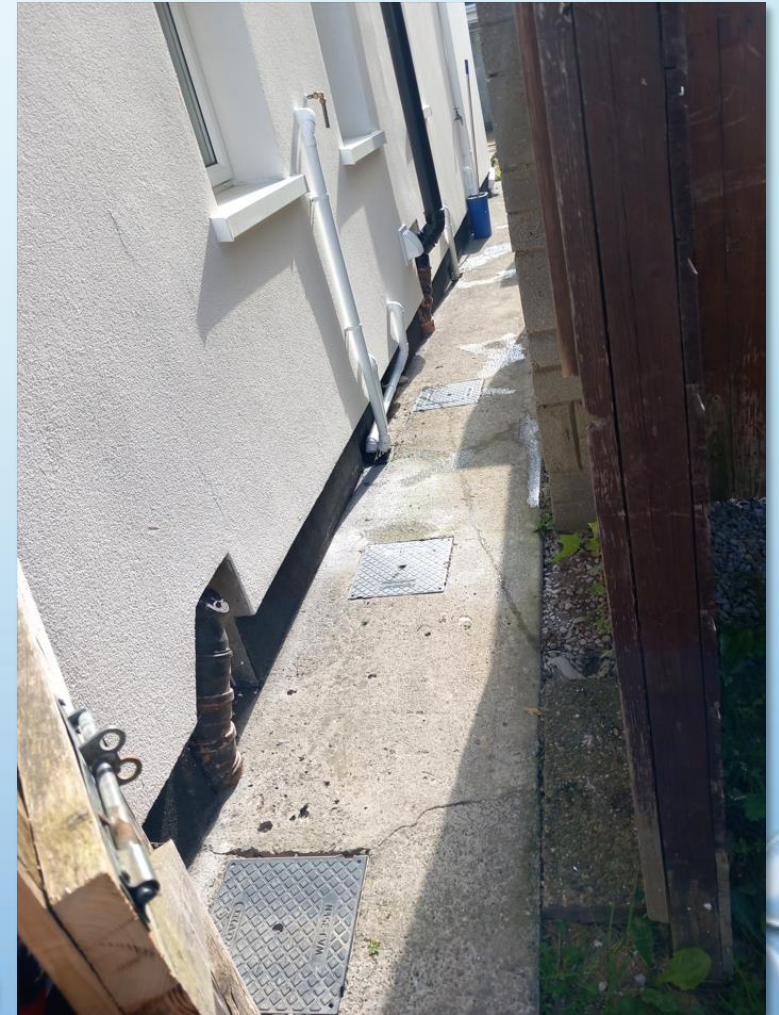


Content

- Stormwater Assessor role
 - Misconnection assessments
- Homeowner engagement and awareness
 - Consistent, positive promotion of local environment
 - Ongoing communication and perseverance
- Case Studies
 - No-cost contractor repairs
 - Community networks

Misconnection Assessments

- Visually look around the house:
 - Foul and surface water combine manholes
 - Foul and surface water AJs
 - Toilets and appliance pipes
 - Original parts of the houses vs extensions and outbuildings
- Checks at house
 - Visual test: pollution in surface combine/AJ
 - Echo tests: ask the homeowner to flush toilets or run taps
 - Dye test: used if no access to combines or AJs, if unsure about lines or need to confirm a misconnection
 - Trace dye to manhole



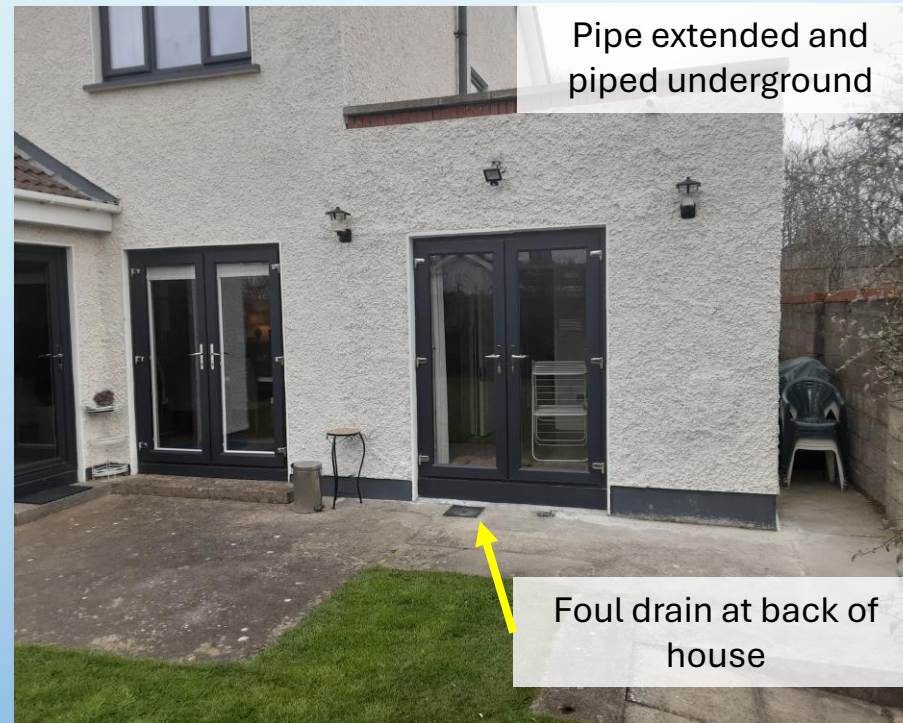
Misconnection Assessment Case Study

- Misconnected upstairs shower
- Fixed By: Homeowner for €50



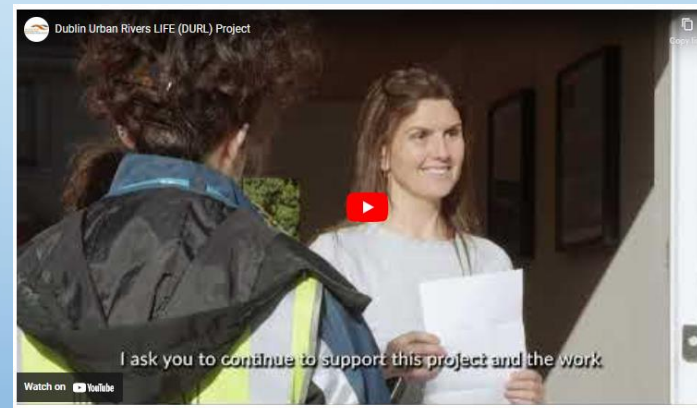
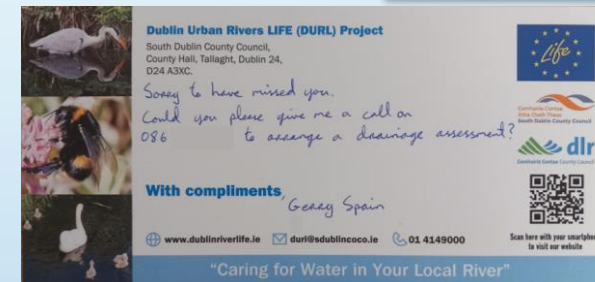
Misconnection Assessment Case Study

- Misconnected Washing Machine in extension
- Fixed by: Contractor
- Needed to break ground



Homeowner Engagement and Awareness

- Consistent, positive promotion of local environment
 - Green estate demonstrations
 - Leaflet
 - Website, video, FAQs
- Common misconceptions and misinformation
 - Questions, coaxing, convincing
 - Wary of people calling to their house
 - What about my neighbours?
 - Worried about planning permission, dog licence, etc.
- Ongoing communication and perseverance
 - Complimentary slips, on different days at different times
 - Saturday house calls
 - Non-Compliance letters



Homeowner Engagement and Awareness

Carrickmines Estate: Persistence Pays

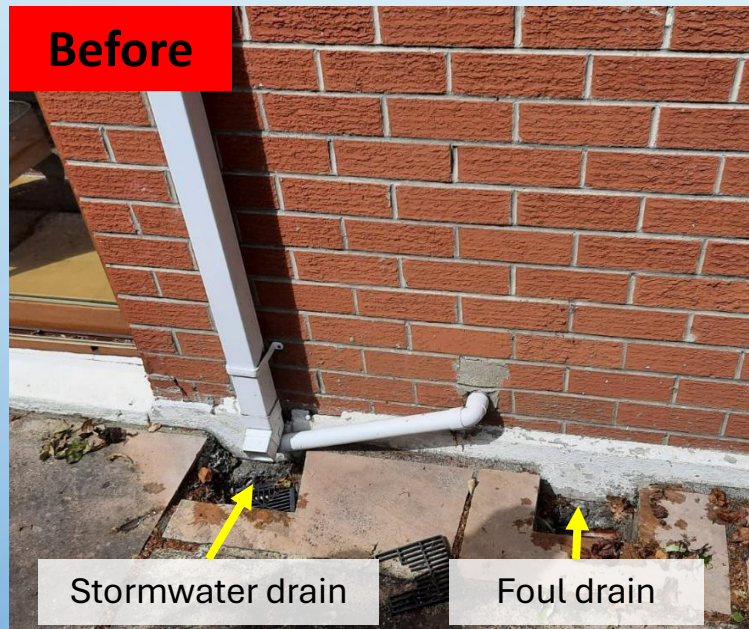
Case Study - House #1

- Wary homeowner not answering their door
- Several attempts to contact him went ignored
- Saturday house call and met him face-to-face
- Explained the Project
- Carried out the assessment and house was connected correctly

Contacts with the house	Date
Card Drop 1	7 th June
Card Drop 2	21 st June
Card Drop 3	4 th July
Complimentary Slip – Saturday house call	15 th July
Complimentary Slip	1 st August
Complimentary Slip	25 th August
Complimentary Slip	1 st September
Assessment - Saturday house call	2 nd September

Homeowner Engagement and Awareness

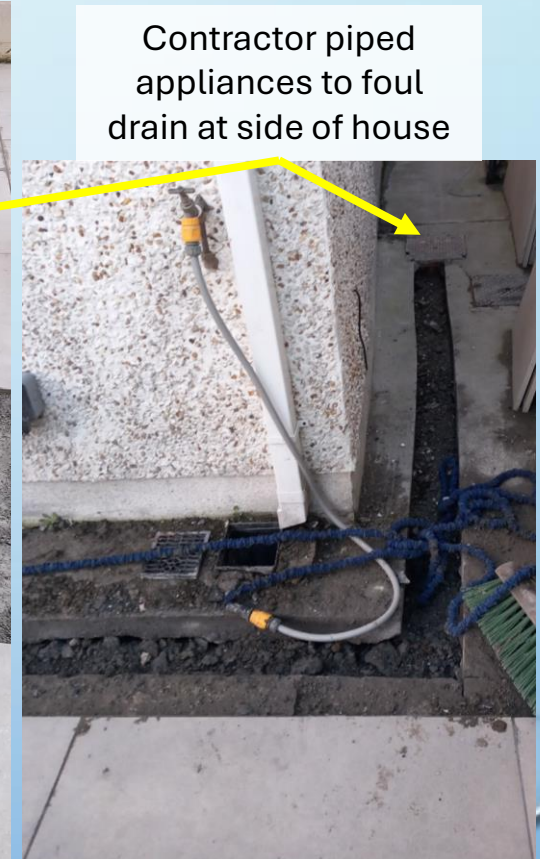
- Case Study – House #2
- Elderly couple
- Very wary
- Husband away regularly
- Eventually let us in and had a misconnected washing machine
- Easy repair
- Family member fixed for €30



No-Cost Contractor Repairs

House #1

- Misconnected kitchen sink and dishwasher in a new extension



No-Cost Contractor Repairs

House #2

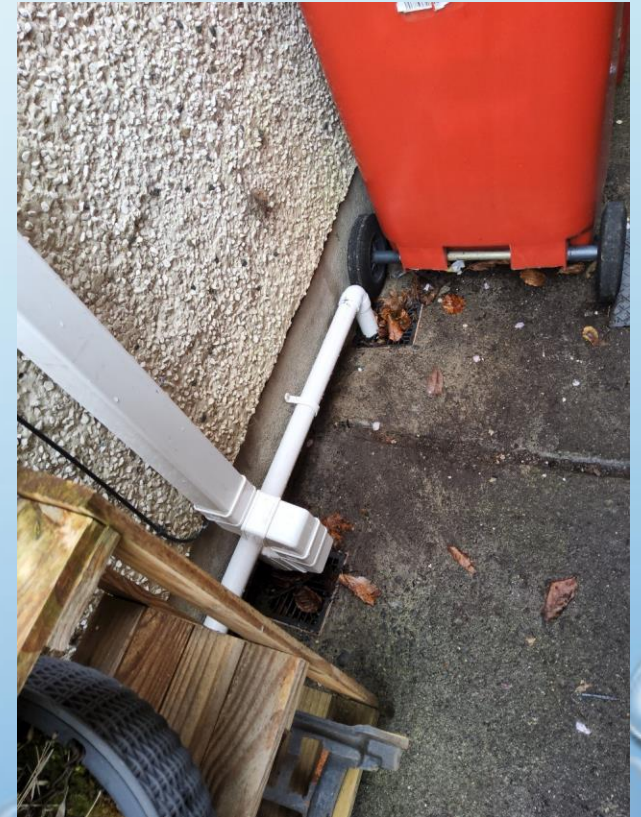
- Misconnected kitchen sink
- Recent building works repositioned the sink



No-Cost Contractor Repairs

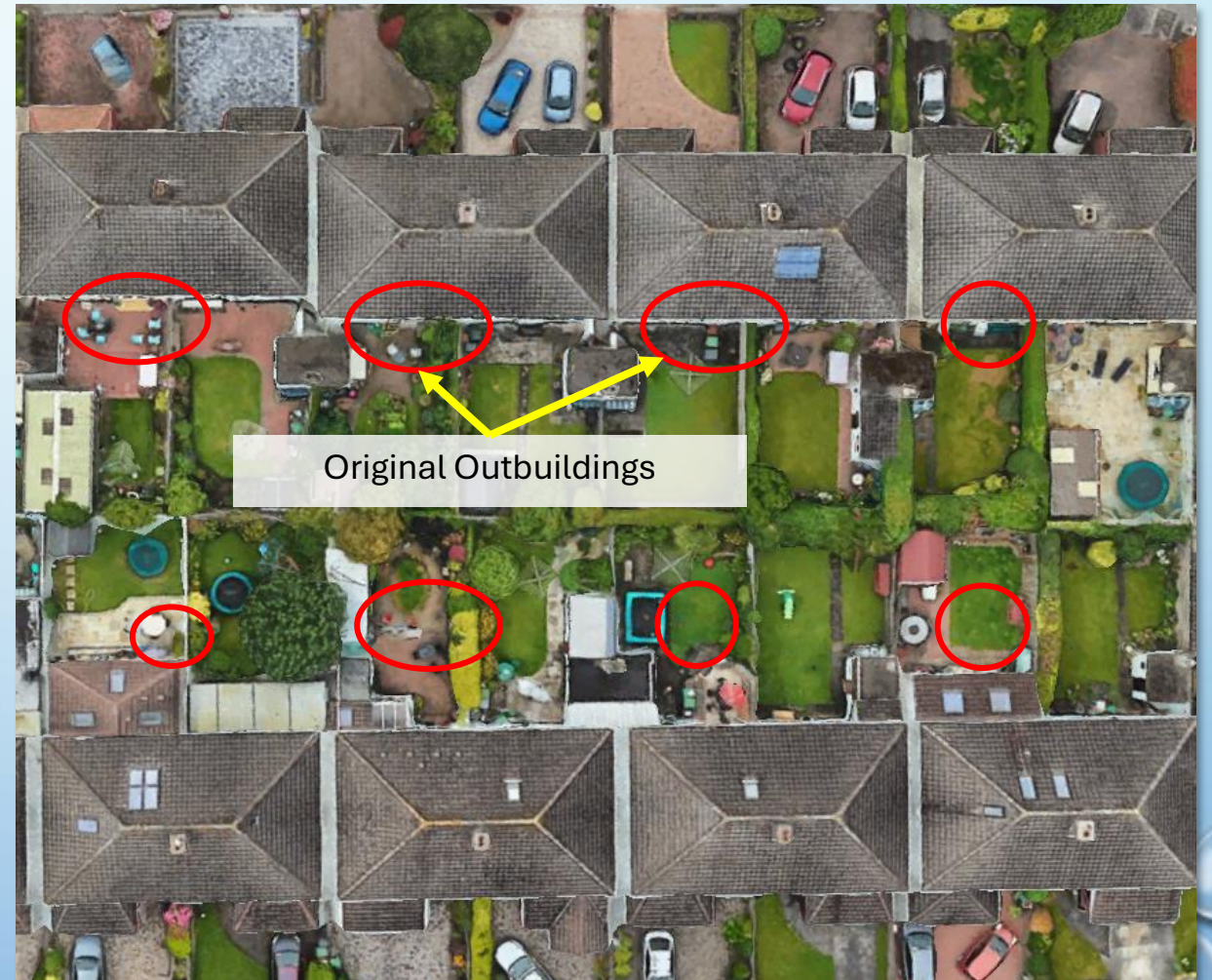
House #3

- Misconnected kitchen sink and dishwasher
- Builder denied liability
- Met builder to show him the issue and he agreed to make the repairs



Community Networks

- Lucan Estate, close knit community
- 1970s houses with boiler house
- Sinks and washing machines in many of these
- 21% misconnection rate
 - Of which, 64% were sink and/or washing machine in outbuildings



Community Networks

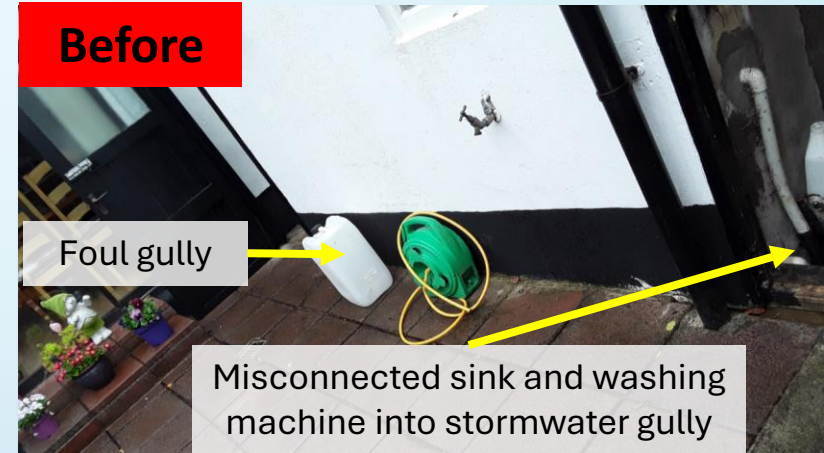
House #1

- Misconnected sink and washing machine in boiler house
- Elderly homeowner didn't know anyone who could fix it
- Communication package
 - National Guild of Master Craftsmen
 - Age Action Care and Repair
- Homeowner contacted a tradesperson from the Guild
- Repaired the misconnection
- Nice neat repair job and the homeowner was happy with his work



THE NATIONAL GUILD OF MASTER CRAFTSMEN

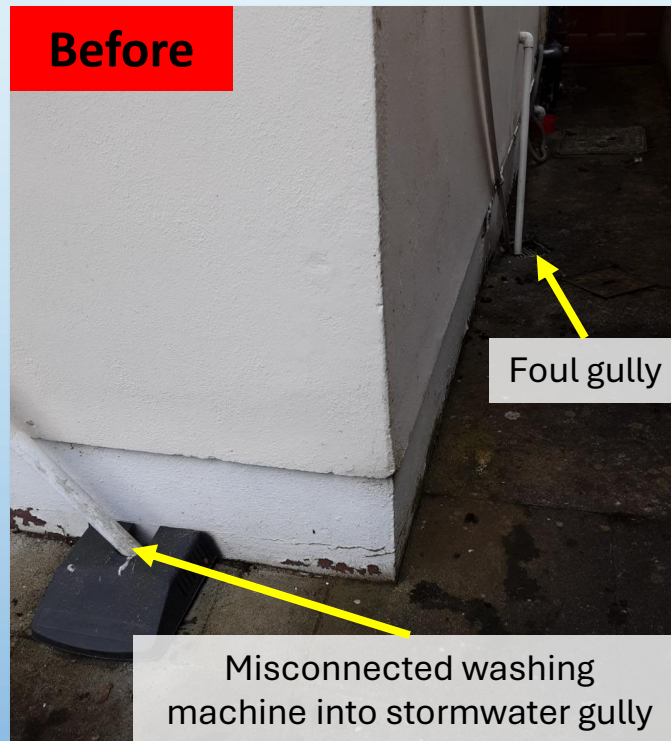
Telephone: 01 473 2543 / 01 2243654
Lo-Call: 0818 207 050



Community Networks

House #2

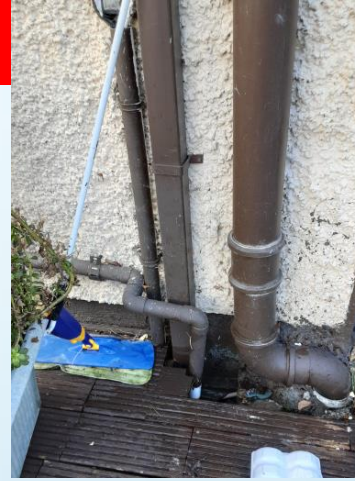
- Misconnected washing machine in an extension
- Word of mouth got around and the homeowner contacted the tradesperson
- Cost €100
- Repaired 9 days after our assessment



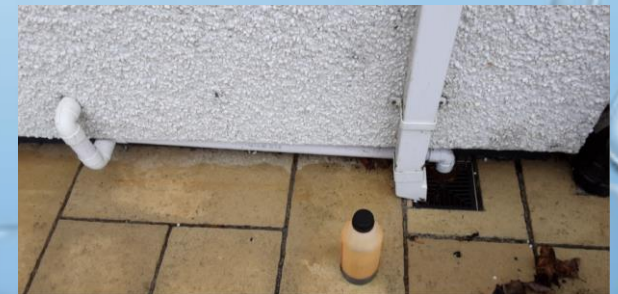
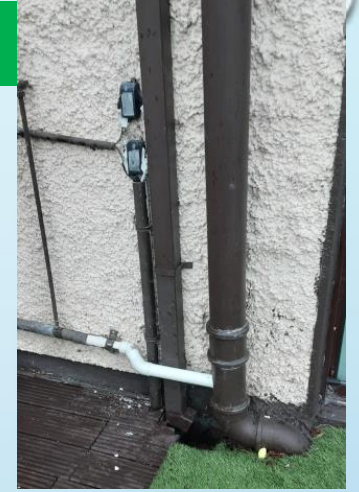
Community Networks

- Griffeen Estate with 24 houses
- Odour issues with the drains for many years
- Blocked manholes
- 8 misconnected houses, 12 appliances
- Retired builder in the estate
- Had materials in his gardens
- Fixed 5 of the misconnections for no charge/minimal material costs

Before



After



Thank you



DURL Project

Water Quality in Urban Rivers Conference

28th May 2024

Tea/Coffee Break
Return 11:30am

